

K. Chad Burgess
Director & Deputy General Counsel
Dominion Energy Southeast Services, Inc.

220 Operation Way, MC C222, Cayce, SC 29033
DominionEnergy.com



July 24, 2020

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Inquiry Initiated by Commissioner Ervin to Investigate the Reported
Sale of Customers' Personal Information to Third Parties By Dominion
Energy South Carolina, Incorporated
Docket No. 2019-363-E

Dominion Energy South Carolina, Incorporated's Proposed Code of
Conduct (See also Docket Nos. 2017-207-E, 2017-305-E, and 2017-370-
E)
Docket No. 2019-386-E

(This filing does not involve any change to the retail electric base rates
or natural gas base rates of Dominion Energy South Carolina, Inc.)

Dear Ms. Boyd:

By letter dated April 27, 2020, filed in Docket No. 2019-363-E, Dominion Energy South Carolina, Inc. ("DESC" or "Company") informed the Public Service Commission of South Carolina ("Commission") that DESC was in the process of integrating with Dominion Energy, Inc. ("DEI") and as a part of its integration efforts with DEI, DESC was transitioning to an updated Dominion Energy privacy policy. DESC also informed the Commission that the updated privacy policy would disclose the sharing of information by DESC and would include an option for customers to opt-out of such sharing.

The purpose of this letter is to inform the Commission that DEI has completed updating its privacy notice. Enclosed for filing only is a copy of DEI's updated privacy notice which is applicable to DESC as well as other certain DEI subsidiaries, divisions, and affiliates. The updated privacy notice describes the privacy practices

(Continued . . .)

of DESC and explains the manner in which the Company collects, uses, and shares personal information to the extent allowed by law.

The purpose of this letter is to also inform the Commission that DEI's updated privacy notice does not contain a customer opt-out provision as originally contemplated in its April 27 letter because such a provision is unnecessary due to recent Commission action. More specifically, on May 6, 2020, the Commission issued a written directive in Docket No. 2019-386-E approving a revised Code of Conduct for adoption by DESC to include the additions made by the South Carolina Office of Regulatory Staff ("ORS"). Among the additions recommended by ORS, and approved by the Commission, is a provision that, subject to specific exceptions, prohibits DESC from disclosing customer information without the consent of the customer. With the approval of ORS's recommendations, it is not necessary for DESC to include within its updated privacy notice an option for customers to opt-out of the sharing of information by DESC. Accordingly, no such provision exists in DESC's updated privacy notice as originally envisioned in its April 27 letter.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms
Enclosures

cc: Alexander W. Knowles, Esquire
Carri Grube-Lybarker, Esquire
Christopher M. Huber, Esquire
Jeffrey M. Nelson, Esquire
(all via electronic mail and U.S. First Class Mail w/enclosures)

This Privacy Notice is effective on August X, 2020 and was last updated on August x, 2020.

Dominion Energy's Privacy Notice

At Dominion Energy, we value the trust you place in us when you provide us with your personal information. We take your privacy seriously and are committed to protecting it. This Privacy Notice describes the privacy practices of Dominion Energy, Inc., and its subsidiaries, divisions, and affiliates that link to this Privacy Notice (collectively, "Dominion Energy," "our," "us," or "we"). This Privacy Notice applies only to the websites, mobile applications, services, or other points of collection upon which it is posted or noticed.

Each State Is Different

Dominion Energy operates in many states. Each state has different laws and regulations governing how we collect, use and share personal information. This Privacy Notice generally describes Dominion Energy's processes related to personal information. It also contains information or links to information specifically required by certain states, which may or may not be applicable to you depending upon your state of residency. Some examples provided below may or may not be applicable in your state.

What Personal Information Do We Collect?

Dominion Energy collects information to provide better services to our customers, job applicants, and other visitors to or users of our websites and mobile applications. Some of this information identifies, relates to, or is capable of being associated with a particular individual or household ("personal information").

The table below describes the personal information we may collect. Please note that some information is collected incidental and collateral to primary information collection. For example, to verify your identity, we may require a copy of your driver's license which contains personal information that is not used by Dominion Energy, for instance your race or sex.

Categories	Some Examples Include:
Personal identifiers	Information that can be used to identify you, such as your name, address, contact information, IP address, username, email address, phone number, Social Security number, driver's license number, or other unique personal identifiers such as cookies and beacons
Other types of personal information	Education information, employment information, and certain types of financial or health information
Characteristics of legally protected classes	Race, sex, national origin, marital status, medical condition or disability, veteran or military status, and other demographic information

Commercial information	Records of personal property, products or services purchased or considered, and consuming tendencies such as energy usage information
Biometric information	Biological characteristics used to identify you, such as fingerprints
Internet or other similar network activity	Information regarding your interaction with our websites or mobile applications
Geolocation data	Physical location. For example, to provide information regarding utility outages
Sensory data	Audio information, such as voicemails or calls recorded for quality assurance purposes
Professional or employment-related information	Current or past job history
Non-public education information	Education records directly related to a student maintained by an educational institution, such as a transcript
Inferences drawn from other personal information.	Profile reflecting a person's preferences or tendencies

Personal information does not include publicly available information or aggregated or de-identified information.

From Whom Do We Collect Personal Information?

We obtain the categories of personal information listed above from the following categories of sources:

- You or your agents, directly or indirectly. For example, from forms that you provide to us related to the goods and services we provide you, or from information we collect through your interactions with us (for instance when you call customer service)
- Our websites and mobile applications that may track your activity. For example, our websites may collect IP addresses and cookies through automated means
- Internet service providers and social media networks
- Data analytics providers
- Joint marketing partners who perform activities at the direction of Dominion Energy.
- Affiliates and vendors that interact with us in connection with the goods we offer and the services we perform
- Government agencies from which public records are obtained

How Do We Use Personal Information?

We may collect, use and/or share personal information, in accordance with applicable laws, regulations, and this Privacy Notice and restrictions, for one or more of the following purposes:

- **Servicing Your Account** such as:
 - enrolling you as a customer and managing your account
 - determining your eligibility for particular products and services
 - providing access to your account electronically
 - verifying your identity and maintaining customer security
 - providing our products and services as requested by you
 - providing vendor products and services as requested by you
 - providing customer service and enhancing your customer experience
 - billing your account and processing payment
 - carrying out our obligations and enforcing our rights arising from any contracts entered into between you and us, including for billing and collections
- **Communicating with You** such as:
 - responding to your requests and questions
 - presenting our website to you
 - notifying you about updates or changes that may affect your services or access to our website or applications
 - sharing important information or alerts with you (for example, during a major storm)
 - sending out newsletters to which you subscribe, and
 - providing you with email notifications, event registrations, and other notices concerning our products or services that may be of interest to you
- **Operating Dominion Energy's Business** such as:
 - managing, maintaining, and developing plans for our services and our electric and gas systems
 - supporting our business functions
 - developing plans for renewable energy and energy conservation programs
 - improving our products and services
 - undertaking internal testing, research, and analysis for technological and product development
 - maintaining utility and systems security and detecting and prosecuting security incidents
 - detecting and/or repairing system performance issues
 - managing relationships with vendors
 - assessing candidates for employment
 - evaluating or conducting a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as an ongoing concern or as part of bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred
- **Performing Marketing Activities** such as:

- notifying you about available products and services
 - offering related products and services (for example, service line and house line warranties)
 - administering promotional offers or contests that you participate in
 - providing personalized ads and web content
 - conducting market research and customer surveys
 - creating customer prospect lists
 - providing analytic services and/or enabling certain vendors to provide similar services on behalf of Dominion Energy
 - offering customer or service-related programs (for example, green power, weatherization, and energy assistance programs)
- **Providing Third Party Services** such as enabling vendors, on our behalf, to provide you or your household products or services you request or may be interested in (for example, home energy audits, assessing applicability of green power programs, home/appliance repair plans).
 - **Fulfilling Legal Duties** such as:
 - cooperating with governmental energy aggregators, regulatory authorities, and state tax collection authorities
 - responding to law enforcement requests
 - complying with an applicable law, court order, commission request, or request from other state or federal governmental agencies with legal authority to obtain such personal information
 - taking action when the company has formed a good-faith belief that disclosure of information is necessary to protect the rights and property of Dominion Energy, and/or its affiliates or its customers
 - assisting emergency responders in situations of immediate threat to life or property
 - **We also may collect**, use or share your information for other reasons. In such an instance, the use or sharing of the information will be described to you upon the collection of the information.

With Whom Do We Share Personal Information?

Dominion Energy respects the privacy of your information and aims to limit its disclosure, however, Dominion Energy may share personal information in certain circumstances and in accordance with applicable laws and restrictions. We may share your personal information with the following categories of sources:

- Our subsidiaries and affiliates
- Internet service providers and social media networks
- Data analytics providers
- In certain states as permitted by laws and regulations, joint marketing partners who perform activities at the direction of Dominion Energy

- Affiliates and vendors that interact with us in connection with the goods we offer and the services we perform
- Non-affiliated vendors or agencies, such as subcontractors providing requested goods and services, payment processors, customer survey administrators, and energy assistance agencies
- Third parties to whom you or your agents authorize us to disclose your personal information
- Regulators and governmental authorities

When we share personal information with others, Dominion Energy implements reasonable contractual protections to limit third party use of your personal information. Dominion Energy does not sell consumers' personal information for direct monetary consideration.

Protecting Children's Privacy Online

Dominion Energy does not knowingly collect any information from any individual under 13 years of age. If you are under 13 years of age and using this website, please do not give us any personal information. If you need help, please ask a trusted adult.

Cookies & Online Advertising

Some of Dominion Energy websites and mobile applications use cookies, web beacons and other similar tracking technologies to enable essential features, or for data analytics and marketing purposes. For example, we use cookies and other tracking technologies to optimize the functionality of our website, to help us understand how our website is used, and to provide users with interest-based content or advertising based upon their browsing activities.

Some of our sites may use Google Analytics to analyze traffic. You can find out more information about Google Analytics cookies here:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>.

To opt-out of Google Analytics relating to your use of our Sites, you can download and install the Browser Plugin available via this link: <https://tools.google.com/dlpage/gaoptout?hl=en>.

We also allow some third parties to place cookies on our websites and mobile applications. When you visit our websites or mobile applications, third parties may collect personal information about your online activities over time and across different websites or online services, including cookies and beacons.

In many cases, you can disable certain cookies through your web browser's privacy settings. Some web browsers can also transmit "Do Not Track" signals that indicate that a user does not wish to have activity tracked. However, currently, no universally accepted standard exists for how to interpret "Do Not Track" signals, and we do not have the technology to interpret such signals at this time.

Security

Protecting personal information is a top priority for Dominion Energy. We take reasonable and appropriate safeguards to secure and protect the privacy, accuracy, and reliability of your information and to protect it from loss, misuse, unauthorized access, disclosure, alteration and destruction. However, no information can be guaranteed to be 100 percent secure.

Communication Preferences

This section of the Privacy Notice provides information about your options for receiving certain communications from Dominion Energy. Please note, participation in certain Dominion Energy products or services require we communicate with you in certain ways that cannot be modified based on individual preference (for example, participation in certain outage notification programs requires acceptance of receiving automated phone alerts; participation in e-billing requires a valid email address).

- **Postal Mail**

You may receive marketing solicitations via postal mail from Dominion Energy, or our joint marketing partners or other authorized third-parties. To opt-out of such communications, please contact us using the information in the “Contact Information” section.

- **Email**

- You may receive email communications from us in connection with your use of our products and services, such as when you sign up for an account online or perform an online transaction (for example, paying your bill or requesting a new password). For specific information regarding changing email communication preferences associated with your account, please contact us using the information in the "Contact Information" section.
- In some cases, we may contact you to let you know about new products or services that may be of interest to you. These marketing emails will include an “unsubscribe” instruction (usually found at the bottom of the email) that you may use to opt out of receiving future marketing-related emails.

- **Text Messaging**

If you enroll in one of our text messaging services (e.g. Outage Reporting), you may opt-out by sending STOP to any text message you receive or by following the opt-out instructions in the message. If you need additional assistance to “opt-out” of receiving such information, you may contact us using the information in the "Contact Information" section.

- **Mobile Applications**

You may opt-out of receiving notifications through our mobile applications. Either select the option to ‘not allow’ on the notification prompt the first time you open the app, or if notifications are already enabled, disable them for the app through Settings on your mobile device.

- **Targeted Communications on Social Media Sites**

We use social media sites such as Facebook and Twitter to communicate with you about our programs and services. You can follow us on these social media sites to receive regular updates. These sites also allow us to present specific advertisements to you based on the personal information that both we and the social media sites maintain about you. We may share your personal information with social media sites for the purpose of providing you with customized ads. In some states, this may be considered a “sale” unless the social media site is acting as our “service provider” as that term is defined by law.

Nevada Residents

If you are a Nevada resident, you have the right to request that Dominion Energy not sell your personal information. To submit this request, please send us an email at privacy@dominionenergy.com. However, please note that, as stated above, Dominion Energy does not sell personal information for monetary consideration.

California Residents

California law provides specific privacy rights to California residents. To review the section of our Privacy Notice for California residents, please visit here: www.dominionenergy.com/california-privacy-rights [Link]

As described in more detail in this section, California residents have the right to opt-out of the sale of their personal information to third parties. Please review the Notice of Right to Opt-Out of Sale of Personal Information here: [Do Not Sell My Info](#).

BrightSuite

BrightSuite is a subsidiary of Dominion Energy offering unique products and services. To learn more about BrightSuite’s collection, use, disclosure, and sale of personal information, please visit: *BrightSuite Privacy Notice* [Link]

Links to Other Websites

Our websites and mobile applications link to other websites that are not operated or controlled by Dominion Energy. We do not monitor or control, and are therefore not responsible for, the privacy practices or the content of linked external websites. We recommend reviewing the privacy policies for any linked websites you visit.

Changes to Our Privacy Notice

We may make changes to this Privacy Notice periodically and will provide at the top of this Notice the date it was most recently updated. Using our websites, mobile applications, or services where this Privacy Notice is posted or noticed constitutes your acceptance of our privacy practices.

Contact Information

If you have questions about this Privacy Notice or wish to contact us concerning personal information you provided to us, you may reach us by email, telephone or US Mail as follows:

Email: privacy@dominionenergy.com

Toll-Free Telephone: 1-855-211-2315

Postal Address:
220 Operation Way
Cayce, SC 29033-3701
Attention: Dominion Energy Privacy Office (MC C211)

This "California Consumer Notice of Privacy Rights" is effective on August X, 2020 and was last updated on August x, 2020.

At Dominion Energy, we value the privacy of every customer's personal information. Certain states impose specific requirements as to how we communicate information about your privacy preferences and rights. The section applies only applies to California residents and supplements our main Privacy Notice found here: [<https://www.dominionenergy.com/privacy>].

Dominion Energy's

California Consumer Notice of Privacy Rights

This section applies solely to customers, visitors, users, and others who reside in California ("consumers" or "you") and applies to our websites, mobile applications, services, and other points of collection.

Collection and Use of Personal Information

For a comprehensive description of Dominion Energy's practices regarding the collection and use of personal information, please refer to our main Privacy Notice found here: [<https://www.dominionenergy.com/privacy>]

Information We Collect

We have collected the following categories of personal information from consumers within the last twelve (12) months:

- Personal identifiers
- Other types of personal information (as defined by California Civil Code 1798.80(e))
- Characteristics of legally protected classes
- Commercial information
- Biometric information
- Internet or other similar network activity
- Geolocation data
- Sensory data (for example, voice recordings)
- Professional or employment-related information
- Non-public education information
- Inferences drawn from other personal information

Personal information does *not* include information that is excluded from the scope of the CCPA because it is publicly available, de-identified or aggregated, or is covered by other data privacy laws, such as the Health Insurance Portability and Accountability Act (HIPAA) or the Fair Credit Report Act (FCRA).

How We Collect Information

In the past twelve (12) months, we have collected the above categories of personal information from the following categories of sources: directly from consumers or their agents; indirectly from consumers or their agents; directly and indirectly from consumers' activities on our websites and mobile applications; internet service providers and social media networks; data analytics providers; joint marketing partners who perform activities at the direction of Dominion Energy; affiliates and vendors that interact with us in connection with the goods we offer and the services we perform; and government agencies from which public records are obtained.

How We Use Personal Information

Dominion Energy collects, uses, and discloses and/or sells personal information for the following business or commercial purposes: servicing your account; communicating with you; operating our business; performing marketing activities; enabling third parties such as vendors to provide products or services on our behalf; fulfilling legal duties; and as described to you when we collect your personal information or as otherwise set forth in any applicable laws or regulations.

Sharing and Sale of Personal Information

As described in our Privacy Notice, Dominion Energy shares personal information for legitimate business purposes. Dominion Energy is not a data broker and does not share personal information with data brokers, which are businesses that knowingly collect and sell to third parties the personal information of an individual with whom the business does not have a direct relationship. Dominion Energy does not sell personal information as the term is traditionally understood (i.e., we do not exchange personal information directly for monetary consideration.)

However, certain activities such as allowing third-party cookies on our websites and mobile applications, sharing information for purposes of internet-based advertising, and/or maintaining certain relationships through which we work to bring you non-affiliate products may be considered a "sale" under the CCPA. To opt-out of the sale of your personal information, please click here [[Do Not Sell My Info](#)].

In the preceding twelve (12) months, we have disclosed and/or sold (under the definitions in the CCPA) the following categories of personal information: personal identifiers, personal information records pursuant to California law, characteristics of protected classes, commercial information, biometric information, internet or other similar network activity, geolocation data, sensory data, professional or employment-related information, non-public education information, and inferences drawn from other personal information.

We have disclosed for a business purpose or sold the above categories of personal information to: our subsidiaries and affiliates; internet service providers and social media networks; data

analytics providers; joint marketing partners who perform activities at the direction of Dominion Energy; affiliates and vendors that interact with us in connection with the goods we offer and the services we perform; non-affiliated vendors or agencies, such as subcontractors providing requested goods and services, payment processors, customer survey administrators, and energy assistance agencies; third parties to whom you or your agents authorize us to disclose your personal information; and regulators and governmental authorities.

Dominion Energy does not knowingly sell the personal information of consumers under the age of 16.

Your Rights Under the CCPA

The CCPA provides specific rights to California residents, including the right to know the personal information we collected about you, the right to delete that information, and the right to opt-out of the sale of your personal information. This section explains your rights and how to exercise them.

Right to Know About Personal Information Collected, Disclosed, or Sold

You have the right to request that we disclose to you information regarding our collection, disclosure, and/or sale of your personal information for the past twelve (12) months. You may submit a consumer request that we disclose the following information:

- The categories of personal information we collected about you.
- The categories of sources from which we collected personal information about you.
- Our business or commercial purposes for collecting (or selling—if applicable) your personal information.
- The categories of third parties with whom we share your personal information.
- The categories of personal information about you that we sold in the preceding 12 months, and for each category identified, the categories of third parties to whom we sold that particular category of personal information.
- The categories of personal information that we disclosed for a business purpose in the preceding 12 months, and for each category identified, the categories of third parties to whom we disclosed that particular category of personal information
- Specific pieces of personal information we have collected about you.

In order to process your request, we must verify your identity as described in the “Exercising Your Right to Know and Right to Delete” section below.

Right to Delete

You have the right to request that we delete any of your personal information we have collected or maintained, subject to certain exceptions. Such exceptions include, but are not limited to, personal information that is necessary to complete a transaction for which we collected your personal information, to provide a good or service you requested, to take actions reasonably anticipated to be necessary to fulfill the obligations of our ongoing relationship with you, or to fulfill the obligations of a contract with you.

Once we receive and confirm your verifiable consumer request, we will delete your personal information, unless an exception applies.

Exercising Your Right to Know and Right to Delete

To exercise the rights to know or delete as described above, please submit a consumer request to us by:

- Completing the [Right to Know](#) or [Right to Delete](#) forms;
- Call Toll-Free 1-855-211-2315; or
- Send an email with your request to Privacy@Dominionenergy.com

We are required by law to verify your identity before processing your request. Upon receipt of your request, we will contact you with the specific steps needed to verify your identity.

Only you or your authorized agent acting on your behalf may make a verifiable consumer request regarding your personal information. A verifiable consumer request must:

- Provide enough information so that we may verify your identity as the person about whom we collected personal information.
- Describe your request with sufficient detail such that we may properly understand, process, and respond.

While an account with us is not necessary to submit a verifiable consumer request, if you maintain a password-protected account with us, we may verify your identity via existing authentication practices. We may require that you provide us with additional personal information, including your name, email address, phone number, billing or service address, or customer account number for the purpose of verifying your identity and processing your request.

Right to Opt-Out of the Sale of Your Information

You have the right to opt-out of the sale of your personal information, as defined by the CCPA and outlined above, by Dominion Energy to third parties.

Should you exercise this right, we will stop selling your personal information and refrain from doing so in the future.

More information on your right to opt-out of the sale of your personal information, as defined by the CCPA and noted above, can be found here: [Do Not Sell My Info](#)

Authorized Agents

We may require proof of your authorized agent's authority to act on your behalf when submitting a Request to Know or a Request to Delete. Proof of your agent's authority is required when such agent is submitting a Request to Opt-Out on your behalf.

For an authorized agent to be recognized as acting on your behalf, either; a) verify your identity directly with Dominion Energy customer service and provide signed, written authorization permitting your agent to act on your behalf; or b) provide (or have your agent provide) legal proof of Power of Attorney, Guardianship, or Conservatorship.

Notice of Non-Discrimination

You have a right not to receive discriminatory treatment for exercising any of your privacy rights conferred by the CCPA. Dominion Energy is committed to providing all consumers with equal services and prices, and we will not discriminate against you if you request to know, delete, or opt-out.

Changes to This Notice

When we may make changes to this Privacy Notice, we will provide at the top of this Notice the date it was most recently updated. Using our websites, mobile applications, or services where this Privacy Notice is posted or noticed constitutes your acceptance of our privacy practices.

Contact Information

If you have questions about this notice, you may reach us by email, telephone or US Mail as follows:

Email: privacy@dominionenergy.com

Toll-Free Telephone: 1-855-211-2315

Postal Address:

220 Operation Way

Cayce, SC 29033-3701

Attention: Dominion Energy Privacy Office (MC C211)